

NATIONAL NETWORK OF LIBRARIES OF MEDICINE
PACIFIC SOUTHWEST REGION (REGION 7)

Pacific Southwest Regional Medical Library (PSRML)

Quarterly Progress Report

May-July 2002

University of California, Los Angeles,
Contract No. N01-LM-1-3517

Date Submitted: February 21, 2003

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**Quarterly Progress Report
National Network of Libraries of Medicine, Pacific Southwest Region
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A. NETWORK PROGRAMS

1. Providing health professionals with a basic level of information services
 - The Savitt Medical Library of the University of Nevada School of Medicine, Reno, accesses its electronic journals through Los Alamos National Laboratory's SciServer. LANL is not a LinkOut provider and was reluctant to participate since they have only two health science library subscribers. Thus, Savitt is not able to participate in PubMed's LinkOut for Libraries program for accessing electronic journals. This matter has been referred to Kathy Kwan of NCBI for further investigation.
 - Loansome Doc service is offered by 207 libraries in the Pacific Southwest Region.
2. Assessing the needs of health science libraries
 - Hospital libraries continue to express interest in PubMed's LinkOut to SERHOLD program.
 - Network libraries responded very positively to the EFTS (Electronic Funds Transfer System) article published in the May/June 2002 issue of *Latitudes*. We received a number of calls and email messages from hospital libraries in particular who look forward to EFTS as a means to streamline invoicing and bill paying for DOCLINE transactions. These hospital librarians are very eager to have Resource Libraries in the NN/LM Pacific Southwest Region participate in EFTS. In response, we are redoubling our efforts at implementing EFTS in this region.
 - Julie Kwan represented PSRML at transition meetings of two regional MLA chapters, the Northern California and Nevada Medical Library Group on June 7, 2002, and the Medical Library Group of Southern California and Arizona on June 26, 2002. EFTS was discussed at both of these meetings.
 - Julie Kwan continued conversations with June Perez of the Guam Memorial Hospital Authority to determine possibilities for a Library Improvement Grant for that hospital. As part of this discussion, she sent the new draft Hospital Library Standards document to Ms. Perez and discussed the MLA benchmarking program with her.
 - Following the final meeting of the MLGSCA/NCNMLG Joint Meeting Planning Committee in May 2002, Kay Deeney met with two Phoenix, AZ, hospital librarians about training needs.
 - The following videotapes and audiotapes circulated to network members during the quarter:

Videotapes/CD-ROMs/DVDs:

MLA: *Sync or Swim -- Managing the Flood of PDAs in Health Care* -- 10
 AMA: *Health Literacy Introductory Kit* -- 4
 Libraries, *Copyright and the Internet* -- 3
 NLM: *Health Services Research - A Historical Perspective* -- 1
Copyright in the New Millennium -- 1
Children's Environmental Health Resources -- 5
 CDC *Clinical Diagnosis and Management of Anthrax - Lessons Learned* -- 1
 CDC *Anthrax: What Every Clinician Should Know, Part I* -- 1
 CDC *Anthrax: What Every Clinician Should Know, Part II* -- 1
 UCITA: *A Guide to Understanding and Action* -- 1

Audiocassettes:

Medical Library Association 2002 Annual Meeting and Exhibit – 34

3. Managing the NN/LM network membership program for the region

- PSRML filled 108 requests from network members for NLM promotional items. Over the course of the quarter, PSRML filled and mailed out a total of **9,980** items of assorted NLM and NN/LM promotional items including: Guides to NIH HIV/AIDS Information Services; Health Hotlines Booklets, MEDLINEplus Bookmarks, MEDLINEplus and NLM Pens, MEDLINEplus Posters and PSRML mouse pads.
- Julie Kwan surveyed all regional network members who had checked “Prefers not to be listed in public directories” in their DOCUSER record. All of those listings were due to misunderstanding of the results of checking that box, so it will not be a problem for existing members to remove that checkbox in DOCUSER.
- Andrea Lynch updated DOCUSER records for public libraries now that ‘Public’ has been added as a Library Type.
- PSRML continued its commitment to the ongoing development of the health sciences librarian workforce – that is, the future staff of NN/LM member libraries – in two ways. First, we sponsored a summer internship for April Cunningham of UCLA’s Department of Information Studies; April’s PSRML project focused on publicity materials for MEDLINE en español. Second, we provided a work opportunity for our Spring Quarter 2002 intern, Cheryl Bartel; Cheryl continued work on our geographic web pages and conducted a preliminary usability study of the PSRML web site. The results of both of these are detailed elsewhere in this report. PSRML also participated in the UCLA Department of Information Studies Internship Open House, May 15, 2002.
- According to DOCUSER, Region 7 has a total of 632 Network members: 230 Affiliate and 402 Full members. Four Affiliate members joined the Pacific Southwest Region: California AIDS Clearinghouse, California Department of Education, and The Preuss School UCSD. One Full member library joined the Pacific Southwest Region: La Sierra University (CAUITT). One Full member library closed in the quarter: St. Luke Medical Center (CAUSKE). One Full member library no longer participates in DOCLINE and is now considered an Affiliate member: Northern Arizona University (AZUNAU).

4. Implementing the Regional Document Delivery Plan

- Andrea Lynch continued to field operational questions from network members about DOCLINE. These included transferring Loansome Doc requests, retiring unfilled requests, processing requests for articles not in PubMed, creating union lists, printing reports, revising the routing table, updating requests, and adding titles to SERHOLD that are not in LOCATORplus.
- Julie Kwan co-authored an article, with Beth M. Wescott (Southeastern/Atlantic Region) and Joanne Jahr (Middle Atlantic Region), titled “Considerations for EFTS: Members Maintaining a Routing Table in DOCLINE 1.3.” This article was published in the July 2002 issue of *National Network*, the newsletter of the Hospital Library Section of the Medical Library Association. The article discussed how to construct Routing Tables for maximum effectiveness and efficiency.
- PSRML compiled and distributed information on EFTS and actively encouraged regional participation in the nationally expanded program. Questions and answers about EFTS were added to a new PSRML web page, “Guide to EFTS in the NN/LM Pacific Southwest Region.”¹ At the end of the quarter, we were looking forward to the announcing which regional network member would be the first to join EFTS.
- During this quarter, PSRML staff participated in two NLM DOCLINE teleconferences.
- Current DOCLINE statistics for the region are:
 - 374 SERHOLD contributors
 - There is one pending DOCLINE application.
 - One library, La Sierra University (CAUITT), joined the Network and is participating in DOCLINE this quarter.
 - One library, Northern Arizona University (AZUNAU), no longer participates in DOCLINE.
 - One DOCLINE library closed this quarter: St. Luke Medical Center (CAUSKE)
 - 402 DOCLINE libraries; 28 of these are Borrow-only libraries.
 - 104 DOCLINE routing table approvals were completed at PSRML during the quarter.
 - Three DOCLINE orientations were performed via telephone during the quarter, which took a total of 2.5 hours.
 - Twenty-eight library groups, including those that are cross regional, are recognized in the DOCLINE system.
 - Thirty-six requests for DOCLINE holds were received during the quarter.
 - Three libraries were added to the FreeShare Library Group in DOCLINE during the quarter, for a total of 86 FreeShare library group members in this Region.
- There is a grand total of 952 FreeShare library group members in the U.S. and Canada, which is a 4% increase over the previous quarter.

¹ <http://nnlm.gov/psr/efts.html>

- The following chart shows DOCLINE participation in the Pacific Southwest Region:

<i>Location</i>	<i>SERHOLD Contributors</i>	<i>Borrow-Only DOCLINE</i>	<i>Total Participants</i>
Arizona	42	7	49
California	301	18	319
Hawaii	15	1	16
Nevada	11	2	13
Pacific Basin	5	0	5
Regional Total	374	28	402

5. Meeting responsibilities of Resource Libraries and the RML

- PSRML staff attended the RML Directors Meeting and discussion sessions held on May 17, 2002, in Dallas, TX, prior to the Medical Library Association Annual Meeting.
- Alison Bunting and Elaine Graham visited the University of California, Irvine, Libraries on July 25, 2002. They met with Gerald J. Munoff, University Librarian, and Carol Ann Hughes, Associate University Librarian for Public Services (the PSRML Resource Library representative), toured the Main and Science Libraries, and met with Document Delivery and UCI Medical Center Library staff. Discussions focused on services to the community, outreach funding opportunities, and updates on resource sharing services.
- On April 7, 2002, Elaine Graham attended the dedication of the new education building at the University of Nevada School of Medicine; the building is the new home of the Savitt Medical Library (PSRML Resource Library). Elaine and the library staff shared updates on current activities and technology implementation in resource sharing.
- Rebecca Davis, Outreach Librarian, University of California, Davis (UCD), Medical Center Library (PSRML Resource Library), participated in the UCD Children's Hospital "Festival of Miracles," where children who were patients within the last five years are invited to come back for a day of fun and to connect with their previous caregivers (June 8, 2002). Through this event, members of the public and UCD health professionals were made aware of MEDLINEplus and other NLM resources, as well as the services of the UCD Library. PSRML provided a variety of promotional items for this successful outreach activity.
- Arlene Cohen, Librarian at the University of Guam (PSRML Resource Library) and Bruce Best, Peacesat Operator, set up and conducted a distance learning video teleconference from the University of Guam site to the Palau Ministry of Education site via the University of Hawaii Peacesat System. Ten physicians associated with the Palau Area Health Education Center participated to update their skills in searching the medical literature via the Internet.

6. Establishing and maintaining communications

- Cheryl Bartel, Program Assistant, and Andrea Lynch, Network Assistant, conducted a preliminary usability study of the PSRML web site during the summer. During this quarter, we were able to consider the recommendations regarding *Latitudes*, the PSRML newsletter published electronically to the web.
- Julie Kwan, Andrea Lynch, and Cheryl Bartel met with senior UCLA serials cataloging staff and the head of Biomedical Library Cataloging Division for recommendations about *Latitudes*. They suggested that we get an ISSN for *Latitudes*; they also provided suggestions for catalog record structure, especially as it relates to online archives of *Latitudes*. In general, they applauded the design of the *Latitudes* home page and the newsletter in general, especially as it compares with other electronic newsletters.
- PSRML staff participated in the monthly Tribal Connections teleconferences.
- PSRML staff participated in monthly NN/LM teleconferences on outreach training and exhibits, consumer health outreach, and DOCLINE, as well as the general monthly RML teleconferences.
- While in Reno, NV, to staff a conference exhibit, Heidi Sandstrom and Alan Carr visited the new Savitt Medical Library at the University of Nevada, Reno. Potential sources of funding for several outreach projects that are in the planning stages were discussed.
- Heidi Sandstrom has continued to represent PSRML in working with the Public Health Information Subcommittee of the Arizona Turning Point project. The chair of this Subcommittee retired in May, so no meetings were held this quarter.
- Two issues of the PSRML newsletter, *Latitudes*, were published: May-June 2002 and July-August 2002 issues. The web statistics for the *Latitudes* index page for the quarter was 1918 hits.
- PSRML web usage summary statistics are:

Month	Visits	Page Views
May 2002	6,905	50,991
June 2002	6,215	45,186
July 2002	6,568	46,780

- More detailed statistics can be found at: <https://staff.nlm.gov/usage/psr/>.
- New web services during the quarter included the “HIV/AIDS Information Summit”² and “Guide to EFTS in the NN/LM Pacific Southwest Region.”³

² http://nnlm.gov/psr/aids_summit.html

³ <http://nnlm.gov/psr/efts.html>

- In June Michael Miller agreed to join the Partners site redesign team. He will be working with the team to redesign the Partners in Information Access for Public Health Professionals website.

7. Consulting with the Regional Advisory Committee

- A number of the Regional Advisory Committee members volunteered to serve as reviewers for the upcoming outreach awards program.

8. Obtaining feedback from users and recommending ways of improving information access

- Feedback was gathered during regional network visits and electronic communications, as well as during exhibits, training, and other outreach contacts. Recommendations were forwarded as appropriate.

9. Providing a computer-equipped training facility

- The training facility was used by the following groups: UCLA School of Medicine, Dean's Office; UCLA School of Medicine, Pharmacology Department; UCLA Biomedical Library, Reference Division; the Biomedical Library, Louise Darling Staff Development Committee; and PSRML staff.

10. Conducting or participating in needs assessments and testing of NLM and NN/LM products and services

- Feedback on NLM resources was provided by email messages to NLM customer service links; users were encouraged to send comments directly as well.

11. Promoting NLM-sponsored grants

- PSRML publicized the NLM solicitation, "Application of Advanced Network Infrastructure in Health and Disaster Management."
- In response to a question from a local Veterans Administration library about grant opportunities for enhancing electronic access in the VA library network, PSRML recommended the IADL program after verifying federal institution eligibility with Valerie Florance in NLM's Extramural Programs
- Last quarter, Elaine Graham and Heidi Sandstrom met with Patrick Newell, Systems Librarian at California State University, Fresno, to hear his ideas for enhancing public access to local health information in the Central Valley of California. This quarter we followed-up with Mr. Newell on applying for funding for a project through the upcoming NN/LM outreach RFP.

12. Following up on NLM funded grants in the region

- No activity.

B. OUTREACH PROGRAMS

- PSRML submitted names of potential NN/LM outreach award proposal reviewers to the National Network Office (NNO) and provided comments on the draft RFP.
- In mid-May, PSRML submitted comments and questions in preparation for the RML Directors Meeting discussions on public health and public library outreach evaluation.
- Alan Carr submitted three second-round 2002 Express Outreach Award proposals to NNO for review and approval.
- Kay Deeney was invited to serve on the Technical Advisory Committee of the NN/LM National Outreach Mapping Center (NOMC). The committee held weekly teleconferences to review key NOMC documents and to consider revisions to the outreach reporting form.
- PSRML established an agreement with the Arizona Health Sciences Library to conduct an outreach project, "Health Information for Arizona's Tribal Nations."

1. Outreach to Health Professionals

- Alan met with Diana Thatcher from the Southern California Injury Prevention Center (SCIPC), located on the UCLA campus, and discussed the possibility of outreach to community groups that she works with. Diana invited Alan to attend the SCIPC tenth annual conference on June 13, 2002, in Los Angeles; all attendees received NN/LM handouts and contact information in the conference packets.
- Kay attended the African Marketplace and Cultural Faire in Los Angeles, CA, where she made some contacts with the California Black Women's Health Project, Black Women for Wellness, and the Black Women Physicians group.
- Alan Carr met with Russ Toth, Director, California AIDS Clearinghouse, on June 6, 2002, to begin planning for the HIV/AIDS Information Summit. The HIV/AIDS Information Summit page was added to the PSRML web site. Possible venues were explored for the Summit to be held on the UCLA campus on March 19, 2003. The HIV/AIDS Information Summit Steering Committee was convened; the committee is composed of the following members:
 - Alan Carr, Chair, PSRML;
 - Joe Cavan, Council of Community Clinics, San Diego;
 - Mark Etzel, Neuropsychiatric Institute, UCLA;
 - David Fletcher, Plumas County Public Health Agency;
 - Lisa Smith, School of Public Health, Department of Epidemiology, UCLA;
 - Scott Stumbo, Center for AIDS Prevention Studies, UCSF; and
 - Phaedra Torres, California AIDS Clearinghouse.

2. Consumer Health Information Services

- Kay Deeney submitted a proposal to the Nevada Library Association to teach a consumer health workshop at the Annual Conference to be held in October 2002, in Ely, NV. (The proposal was subsequently accepted.)
- PSRML provided promotional items to be used in the second annual Health Information @ Preuss competition; this is a continuation of the project originally funded through the NN/LM Access to Electronic Health Information for the Public outreach award program.
- Kay Deeney arranged for Susan McGlamery from the Metropolitan Cooperative Library System to conduct training on July 24, 2002, at PSRML for ten network librarians, volunteer participants in the Medical Digital Reference Project. The NN/LM volunteers will handle health-related digital reference calls referred by public librarians. A practice schedule was established for the librarians who participated in the Southern California training, and plans were made for additional training in Northern California in August. Heidi Sandstrom attended the 24/7 Reference Software training; she began piloting the software in two-hour weekly sessions in August and September.
- Four Consumer Health Information for California (CHIC) workshops were conducted for librarians and health information providers in the Cascade Pacific Library Network (CPLN) region of California this quarter. (Six workshops have been conducted to date.) The CPLN region includes the thirteen northernmost rural counties of California. Two workshops were conducted at each of two public library sites in the region. Each workshop included three 3-hour modules covering health reference, use of print health information resources, and use of online health information resources.⁴ The portable LAN was used for the demo/hands-on portion of the training in Redding, while a Gates computer lab was used for training in Eureka. At the Shasta County Library training site (Redding, April 30-May2), 41 participants came from public libraries in Modoc, Shasta, and Trinity Counties; Shasta County Public Health Department; and Shasta High School. Participants at the Humboldt County Main Library training site (Eureka, June 25-June 27), 65 participants came from public libraries in Del Norte and Humboldt Counties; United Indian Health Service; Humboldt State University; and Eureka High School.

The workshops received high evaluations from the participants, many of whom are not professional librarians. A public health department participant used the opportunity to network with public librarians about health information resources she could provide to the libraries. An attendee from an Indian health service had not had any previous formal training on providing library services. Learning about the online health information resources was especially valuable to library staff in this region, as many of the libraries are located in very remote areas and have come to rely heavily on online resources; one participant drove 150 miles to attend the workshop. Also, the CPLN was about to lose its access to Gale's Health and Wellness Resource Center, as the license agreement was expiring on June 30, so interest and satisfaction

⁴ <http://nnlm.gov/psr/chic.html#trainingmodules>

with MEDLINEplus resources was high. Print training resources (105 books), provided through a grant from the California State Library, and were given to the CPLN at the completion of the workshops. The format and content of the existing CHIC modules will be modified for future public library workshops; these workshops will focus on unique aspects of providing health reference, medical terminology, and online resources.

- Heidi Sandstrom met with Scott Willis, librarian of Consumer Health Program and Services (CHIPS) of the County of Los Angeles Public Library⁵ on May 7, 2002. She encouraged participation in SERHOLD/DOCLINE/LOANSOME DOC to enhance access to the substantial CHIPS health collection; gave an update/demonstration of NN/LM and NLM resources and services for the public; and discussed ways to increase visibility and funding for CHIPS, a service that has been in existence since the mid-1970s. Following the meeting, Heidi toured Carson Regional Public Library, home of CHIPS.
- Heidi Sandstrom met with the staff of the California Healthy Kids Resource Center (CHKRC)⁶ on May 8, 2002. The Center maintains a comprehensive collection of health education materials for use by teachers, administrators, other professionals, parents, and community personnel who work with students in preschool through grade 12. Funded by the California Department of Education and the California Department of Health Services, the CHKRC was created to encourage schools throughout California to establish stimulating and effective health education programs and to provide accurate and sound information about health issues. Heidi met with the staff to increase their awareness through demonstrations and discussion of NN/LM and NLM resources and services for the pre-K-12 audience and for those who work with them. She also mentioned the upcoming funding that will be available with the next NN/LM outreach RFP. CHKRC staff expressed interest in working with PSRML to facilitate the development of lesson plans/curriculum materials for teachers of upper elementary, middle and high school students on the topic of health information on the Internet.
- On May 9-10, Heidi Sandstrom attended a day-and-a-half meeting in Anaheim, CA, titled "Health Literacy Conference: State of the Art 2002." Sponsored by the Institute for Healthcare Advancement (IHA), the conference provided an overview of the state of the art in health literacy education to 250 attendees from 28 states. Below is an excerpt from a summary of the conference:

Most speakers shared statistics about low health literacy and its potentially damaging effects – and some were quite staggering. "Forty-six percent of American adults can't understand the label on a prescription," said IHA president and CEO Gloria G. Mayer, R.N., Ed.D., in a press conference before the event got under way. Citing research by Robert Friedland, Ph.D., who delivered the keynote address on Friday morning, Dr. Mayer stressed that low

⁵ <http://www.colapublib.org/services/chips.html>

⁶ <http://www.californiahealthykids.org/>

health literacy increases healthcare costs by \$73 billion a year, underscoring the urgency and scope of this issue on a national level.⁷

At the conference, Heidi met two attendees who work for Vision Literacy, formerly the Santa Clara County (California) Library Reading Program. Vision Literacy is dedicated to improving the community by helping adults improve their literacy skills. The Community Learning Center is an innovative partnership between Vision Literacy, PlaneTree Health Library (San Jose), and the Santa Clara Valley Medical Center. The center was established to provide people who have limited reading skills with access to free health information and adult literacy services, and to provide the general public with a resource on a wide array of health issues. After the conference Heidi contacted Candace Ford at PlaneTree about potential collaboration on a regional health literacy project.

- Elaine Graham and Heidi Sandstrom met with Pejman Salimpour, M.D., and other staff members at the newly established office of the NexCare Collaborative at meetings on May 13 and June 14. The NexCare Collaborative is a not-for-profit organization created to develop and operate the Los Angeles County Proposition 10 Commission's⁸ Warm Line contact center. This center will provide information and referral as well as parent support and assistance to expectant parents and parents of children up to age five in Los Angeles County. According to the Collaborative website,⁹ "Experts estimate that the Warm Line telephone help line service could receive 350,000 or more requests for assistance each year." Elliot Siegel at the National Library of Medicine referred Dr. Salimpour, who requested that PSRML librarians assist NexCare in developing website content and a "ready reference" collection for use by help line staff and health professionals associated with the project. While we recommended that NexCare hire or contract for the services of a librarian to meet this need, we also provided the staff with information on consumer health information resources and services, and on existing I&R services and projects. We also responded to their requests during the quarter for advice and information. In July, we provided NexCare with a training outline and consultation summary; we are currently waiting to hear about plans to implement training.
- On May 19, 2002 (in conjunction with the Medical Library Association annual meeting), Heidi Sandstrom met with other RML staff members who are interested in providing electronic access to health information materials in other languages. She participated in a subsequent teleconference on July 12 of this group, now called the Foreign Language Materials Group. The group's purpose is to improve communication about and support of individual projects in the NN/LM regions that are enhancing access to online multicultural materials. Heidi is currently working on

⁷ http://www.ih4health.org/healthlit_conf02_overview.html

⁸ Proposition 10 is a citizen initiative approved by California voters in the November 1998 election. The proposition creates the Children and Families First Program to "promote, support, and optimize (the) early childhood development" of children from the prenatal stage until their fifth birthday. The program may also assist families and others who care for young children. Proposition 10 increased the state tax on cigarettes and other tobacco products. The money from this increase - approximately \$700 million a year - is used to fund the statewide Children and Families First Program. Los Angeles County receives approximately \$165 million annually.

⁹ <http://www.nexcarecollaborative.com>

a pilot project to provide access to digitized pamphlet materials in foreign languages (see Appendix A for a project update).

- Last quarter Heidi Sandstrom and Nancy Press facilitated the Consumer Health Coordinators Teleconference (February 12, 2002) on the topic of consumer health fields in DOCUSER. Heidi drafted and distributed a proposal for consumer health fields in DOCUSER; after discussion at the teleconference, the proposal was forwarded with comments to the DOCLINE Interface Review Team (DIRT). This quarter, at NNO's request, Heidi prepared a chronology of developments regarding the issue and a document that maps the Pacific Southwest Region's Consumer Health Library Directory fields to fields in DOCUSER (see Appendix B.) In July, Heidi asked if CAPHIS executive board members are interested in creating a single national consumer health library directory that could potentially be derived from DOCUSER data. (The CAPHIS response will be forwarded when it is received.)
- April Cunningham began a PSRML summer internship. Her internship project is to develop a press kit for use by Network and public librarians to promote the new MEDLINEplus en español service within their organizations and communities. April successfully drafted supporting documents for this kit within a relatively short timeframe. As part of her internship, she accompanied Heidi Sandstrom and Julie Kwan to a meeting with Louix Escobar of Santa Monica Public Library to discuss the project and its potential usefulness to public librarians serving Spanish-speaking communities. (April Cunningham subsequently was offered a Winter Quarter 2003 internship at PSRML to work on a collaborative project with Santa Monica Public Library to train librarians, community health workers, and the public on using the English and Spanish language resources of MEDLINEplus.)
- In mid-July, with assistance from Michael Miller and Michael Carr, a cross-regional consumer health program collaboration was completed. The NN/LM MidContinental Region added its consumer health libraries to the Consumer Health Library Directory¹⁰ originally created by the Pacific Southwest Region, in order to broaden and enhance public access to health collections and services.

3. Training to Support Electronic Access to Health Information

- Kay was contacted by Orange County, CA, network librarians about the possibility of teaching an advanced PubMed class for them. The class was planned for September, 2002, at Long Beach Memorial Medical Center.

4. Exhibits and Presentations at Meetings

- Alan Carr, Kay Deeney, and Julie Kwan attended the NLM exhibit training workshop on May 16, 2002, prior to the RML Directors Meeting and MLA Annual Meeting in Dallas, TX. Mim Goldberg was the instructor for the workshop entitled, "You Can't Just Show Up."

¹⁰ <http://nnlm.gov/hip/chdir/>

- Kay Deeney collaborated with Toni Yancey of the Southeastern/Atlantic RML on updating the NN/LM exhibit manual.
- PSRML exhibited at the following conferences:
 - American College of Obstetricians and Gynecologists (ACOG),
Los Angeles, CA, May 4-6, 2002
Exhibit volunteers: Liz Gnerre, House Ear Institute; Dominique Turnbow, UCLA GSEIS graduate student, Los Angeles, CA
 - American Academy of Nurse Practitioners Annual National Conference (AANP)
Reno, Nevada, June 19-23, 2002
Exhibit volunteers: Joan Zenan, Savitt Medical Library, University of Nevada, Reno; Sherry McGee, Washoe Medical Center Library, Reno

Heidi Sandstrom presented: "Health Resources for Seniors from the National Institutes of Health: Implications for Nurse Practitioners" at the poster session (see exhibit report).

 - National Urban League, Los Angeles, July 27-30, 2002
Exhibit volunteers: Cheryl Bartel, UCLA GSLIS graduate student, Liz Gnerre, House Ear Institute; Sheldon T. McCorn, University of Southern California; Dominique Turnbow, Kaiser Permanente, Los Angeles, CA.
- Kay Deeney assisted NLM with the American Library Association exhibit, Atlanta, GA, June, 2002. Kay updated and presented the ClinicalTrials.gov brief demo for the NLM booth presentations.

5. Technology Awareness and Integration

- No activity.

6. Library Improvement

- No activity.

7. Connections

- Kay worked with the Community Care HIV/AIDS Project (CCHAP) Drop In Center in Clearlake, CA, to fund a microcomputer and Internet connection as part of the Internet Connectivity Support Program.

8. Other Activities

- Alan Carr and Elaine Graham attended the MLA post-conference symposium, "Leadership Reconsidered: Developing a Strategic Agenda for Leadership in Health Sciences Libraries," on May 22, 2002, in Dallas, TX.

- Alan Carr, Kay Deeney, Elaine Graham, and Julie Kwan attended the workshop, “Information Literacy in the Health Sciences,” on June 5, 2002 at UCLA. The program was sponsored by the Medical Library Group of Southern California and Arizona; six different meeting sites were linked together by videoconference.
- Alan Carr attended “Keeping Up with PubMed, the NLM Gateway, and ClinicalTrials.gov,” presented by the NN/LM National Training Center and Clearinghouse on June 25, 2002, at UCLA.
- Elaine Graham presented an “NLM Update” for the Special Libraries Association, Medical Section of the Biomedical and Life Science Division, Los Angeles, May 9, 2002.